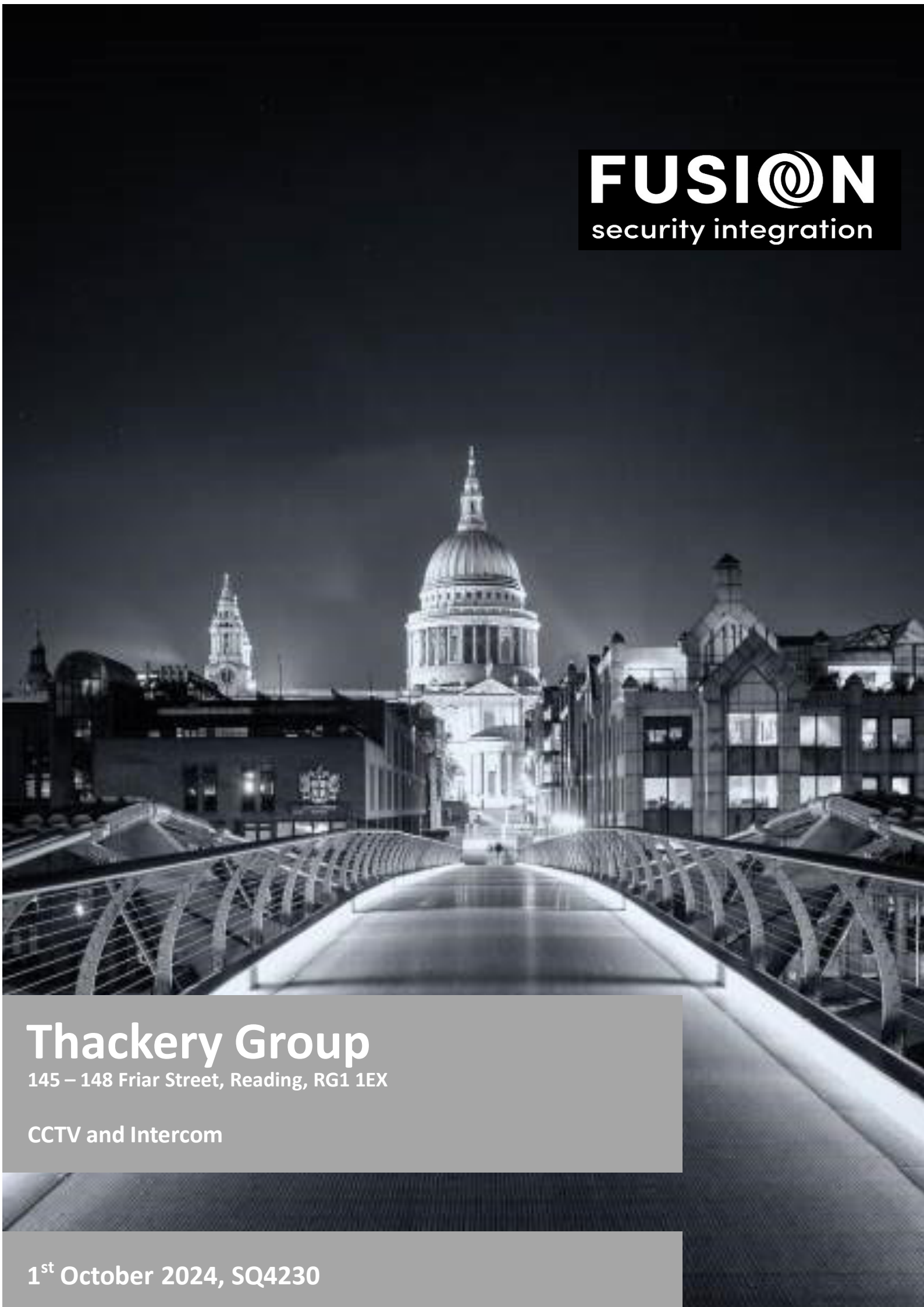


A black and white photograph of St Paul's Cathedral in Reading, UK, taken from a bridge at night. The cathedral's dome is brightly lit and stands out against the dark sky. The bridge's metal railings and walkway are visible in the foreground, leading towards the cathedral. Other buildings in the city are also visible, some with lit windows.

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Thackery Group

145 – 148 Friar Street, Reading, RG1 1EX

CCTV and Intercom

1st October 2024, SQ4230

Additional Clarification item for RBC for CCTV – Condition No.28

- 1. A central management office for security personnel will have a live monitor of all of the CCTV cameras provided throughout the site. The live monitor will be located within the central management office.**
- 2. The CCTV provider will be able to provide verification that the image quality from the CCTV will not be impacted by the lighting arrangement – now updated in document**
- 3. CCTV Coverage: additional CCTV cameras will be provided to cover the proposed exits on to Fife court. Additional CCTV cameras will be provided at each floor lobby/landing – see now updated in document**
- 4. Proposals for the monitoring and management of CCTV material - Images will be stored for a minimum of 31 days and will be in a format that can be provided to the police – now updated in document**

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QUOTATION REFERENCE DETAILS

Site details: 145 – 148 Friar Street, Reading, RG1 1EX

Quote reference #: SQ4230

Fusion Security Integration Limited Representative: Colin Wooldridge

Email: colin.wooldridge@fusionsi.co.uk

SCOPE

Installation of CCTV and Intercom

EQUIPMENT SPECIFICATION

HikVision CCTV and Intercom

COST SUMMARY

System Description	Installation Costs
Supplied, installed and commissioned: - Hikvision Stainless steel Intercom. 1 x single button front panel calling one desk mounted 10-inch touch screen monitor. Front panel to have additional keypad for evening control of locking. Locking to be supplied by others.	£2,423.49
Supplied, installed and commissioned: - Hikvision CCTV System. 4 x external camera and 5 x internal camera, 1 x 16 channel NVR with 16tb hard drive, 2 x 22inch monitor. NVR and monitor to be located in comms room with viewing only monitor on reception desk.	£6,644.81

EXCLUSION AND ASSUMPTIONS

- *All costs are exclusive of VAT*
 - *All works to be carried out during normal hours*
 - *Quotations are valid for thirty days from date shown on front page.*
 - *All mains power, main cable containment data points and fire relays are to be provided by others (where required and applicable) and before Fusion SI installation commences.*
 - *Standard access equipment (step ladders to 8 treads and podiums to 1.5metres high) included. Anything above this to be provided by client or at extra cost to the project.*
 - *All costs are budgetary pending full survey and/or final design agreement*
 - *All security equipment, including additional PSU, expanders etc are to be located in area that is to be locked securely to prevent unauthorised tampering. This locking is down to others.*
- E&OE is a legal disclaimer that notifies the reader that, without prejudice, the content and /or validity of the subject data may change without notice.*



3.0 - PROJECT OVERVIEW:

Intercom too one door.

Installed to NCP109 V3

Services to design a new intercom system to one double door.

Locking to be supplied by others and to be compatible with the intercom system requirements.

Requirements by Others at Additional Cost to Project:

Estimated Requirements for doors indicated in design:

1 x Single Fire Interface or multioutput device if required by building control.

2 x RJ45 point for each Network Connection.

All cable containment is to be supplied by others.

Equipment list for intercom

- 1 x stainless steel call panel
- 1 x stainless steel keypad
- 1 x 10inch touchscreen answer station
- 1 x desk mount
- 1 x PSU for locking
- 1 x Cables & consumables.



Key Feature

- Supports unlock the door via entering password
- Supports call the resident via entering room No.
- Backlight compensation
- Easy to and extend



Key Feature

- 2 MP HD video intercom function
- Access control function
- Noise suppression and echo cancellation
- Low illumination
- Tampering alarm supported
- Fisheye camera with IR supplement light
- Supports sub-modules' access (max. 7)
- Nametag customization
- Easy to and extend



Key Feature

- New UI V2.0: User friendly design
- 10-inch colorful touch screen with resolution 1024 × 600
- Standard PoE
- Stores messages and capture pictures in the TF card
- Remote unlocking via the client software or the mobile client
- Views live videos of door stations and linked cameras

4.0- CCTV Design: Hikvision system

REFERENCE POINTS FOR SPECIFICATION DESCRIPTION

Where appropriate, locations will be front or back and left or right as seen by an observer standing outside and facing the front of the premises.

System Overview:

To install a new 1No IP PoE Hikvision 16 channel NVR with 16TB of storage.

Four external cameras are 4mp 2.8 – 12mm bullet style cameras.

Five internal camera which is 2.8mm mini dome fixed focus.

The CCTV system will have a local 16 channel NVR with 16tb recorder and screen in the comms room.

It should be noted that this is a stand-alone system and we have not allowed any current integration into other systems as no information has been supplied.

Each camera run is 90mtrs maximum between network switch and IP camera head.

Estimated requirements by others:

From drawing: -

	Fusion SI own drawing, Number 1	3 x 13amp socket outlets 1 x RJ45 point for network connection. All main cable containment is to be supplied by others.
Installation Address:	145 – 148 Friar Street	
Site Contact:	NA	
Site Telephone N°:	NA	
Installation Standard:	NACOSS Code of Practice NCP104	
System Classification:	Infra-Red. See Definitions.	NVR
System Purpose:	Public and employee safety.	



- Up to 16 channel IP cameras can be connected
- Up to 2-ch @ 12 MP/16-ch @ 1080p decoding capacity

- Only (B) version support 2 HDMI and 1 VGA interfaces, and HDMI interfaces support independent video output
- 4 HDDs for continuous video recording
- Plug & Play with 16 Power-over-Ethernet (PoE) interfaces
- Supports various special function cameras, including thermal camera/fisheye/people counting/heatmap/ANPR (automatic number plate recognition)
- Advanced streaming technology enables smooth live view and data self-correction in poor network conditions
- Supports dual-stream recording to save time and bandwidth.
- **Images will be stored for over 31 days in a format that the Police will be able to use**

Camera 1 – 4



- 4MP high resolution
- 2.8-12mm motorized varifocal lens
- Powered by Darkfighter for Ultra Low Light
- Triple stream
- Up to 60m IR distance
- H.265+ compression
- 4 analytics
- IP66 weatherproof
- 120dB wide dynamic range
- Supports on board storage (up to 256GB)
- 12V DC & PoE (802.3at)

Camera 5 - 9



The Hikvision DS-2CD2543-IWS IR Fixed Mini Network Wi-Fi Dome Camera provides high definition network output.

It supports H.265+ video compression, which assures savings in bandwidth and storage.

2688 x 1520 Resolution @ 30 fps

2.8 mm and 4 mm Fixed Lens Options

H.265+, H.265, H.264+, H.264

Main Stream: 30 fps (2688 × 1520, 2560 × 1440, 2304 × 1296, 1920 × 1080)

EXIR 2.0 Range Up to 35 ft (10 m)

12 VDC and PoE (802.3af)

Compact Dome, 4 MP, H265+, 2.8 mm, Day/Night, 120 dB WDR, IR (10 m), Wi-Fi, standard range*, 3-Axis, Alarm I/O, Audio I/O, Mic, uSD, IP66, IK08, PoE/12 VDC

The image quality from the CCTV cameras will not be impacted by the lighting arrangement

CCTV Schedule

MAP REF:	Camera Model	Camera Type	Indication of the camera view or location of equip.	Justification And Expected Use	Operational Requirement (Monitor, Detect, Recognise, Identify, Record)	Notes
CAM 1	Hik IP Bullet Style External 4MP, 2.8 – 12mm vari focal		Viewing front entrances	Public space monitoring for the prevention and detection of crime, site security	Monitor \ Detect	
CAM 2	Hik IP Bullet Style External 4MP, 2.8 – 12mm vari focal		Viewing gate entrance internally	Public space monitoring for the prevention and detection of crime, site security	Monitor \ Detect	
CAM 3	Hik IP Bullet Style External 4MP, 2.8 – 12mm vari focal		Viewing courtyard from entrance path	Public space monitoring for the prevention and detection of crime, site security	Monitor \ Detect	
CAM 4	Hik IP Bullet Style External 4MP, 2.8 – 12mm vari focal		Viewing courtyard from adjacent to store	Public space monitoring for the prevention and detection of crime, site security	Monitor \ Detect	
CAM 5	Hik IP Bullet Style External 4MP, 2.8 – 12mm vari focal		Viewing front entrance lobby doors	Public space monitoring for the prevention and detection of crime, site security	Monitor \ Detect	
CAM 6	Hik IP Bullet Style External 4MP, 2.8 – 12mm vari focal		Viewing courtyard entrance doors	Public space monitoring for the prevention and detection of crime, site security	Monitor \ Detect	
CAM 7	Hik IP Mini dome Style Internal 4MP, 2.8mm fixed focus.		Viewing lift lobby	Public space monitoring for the prevention and detection of crime, site security	Monitor \ Detect	

CAM 8	Hik IP Mini dome Style Internal 4MP,		Viewing baggage store internally	Public space monitoring for the prevention and	Monitor \ Detect	
	2.8mm fixed focus.			detection of crime, site security		
CAM 9	Hik IP Mini dome Style Internal 4MP, 2.8mm fixed focus.		Viewing stairwell internally far corner	Public space monitoring for the prevention and detection of crime, site security	Monitor \ Detect	

22" Monitor at NVR Location in comms room TBC.



Overview

DS-D5022FC is a reliable surveillance display with LED backlit technology, excellent color reduction and image processing, truly display the video details. Multiply interfaces are able to meet various surveillance environments, and build-in speaker is convenient to audio play. DS-D5022FC is an ideal choice for security and surveillance application.

key Features

- LED backlit technology with full HD 1920×1080
- Wide view angle: 170°(H)/160°(V)
- Image processing: 3D comb filter, 3D De-interlace, 3D noise reduction
- Multiply inputs: HDMI, VGA, BNC, BNC, audio in
- Multiply outputs: BNC, audio output
- Build-in speaker
- External video play via USB port
- High reliable components for 7×24 working
- VESA stand bracket

Basement Floor



**FALCONER
CHESTER
HALL**

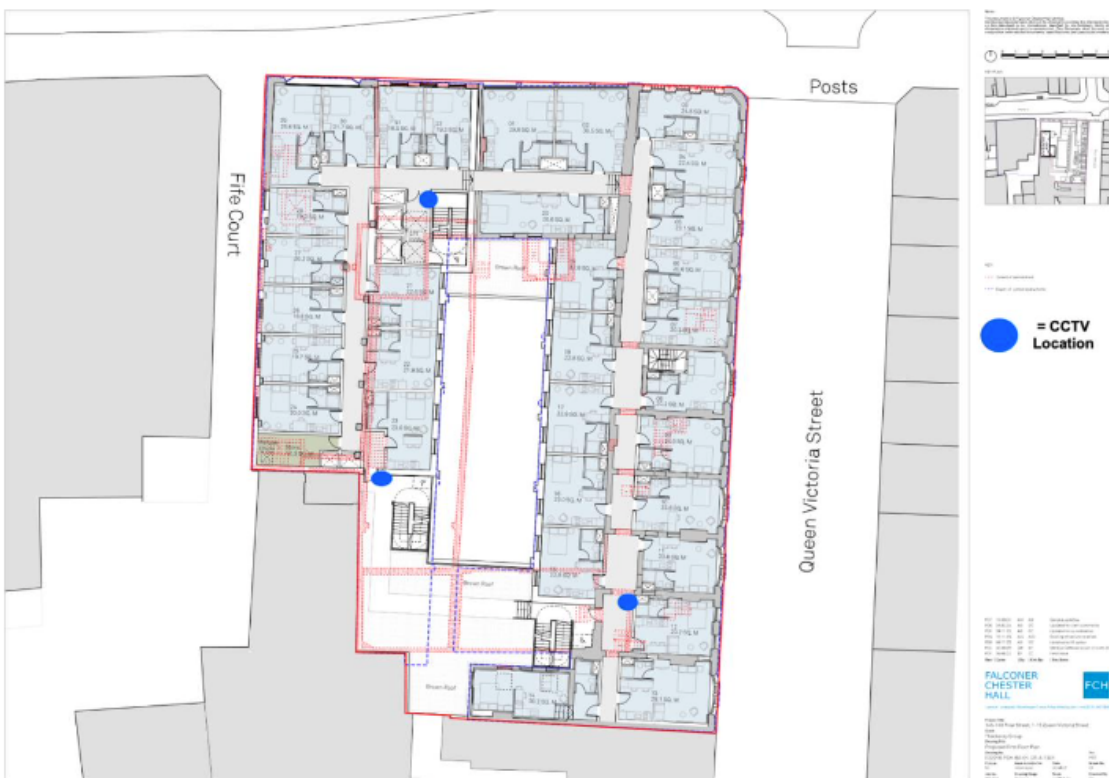
London | Liverpool | Manchester | www.falconerchamber.com | +44(0)151 741 5800

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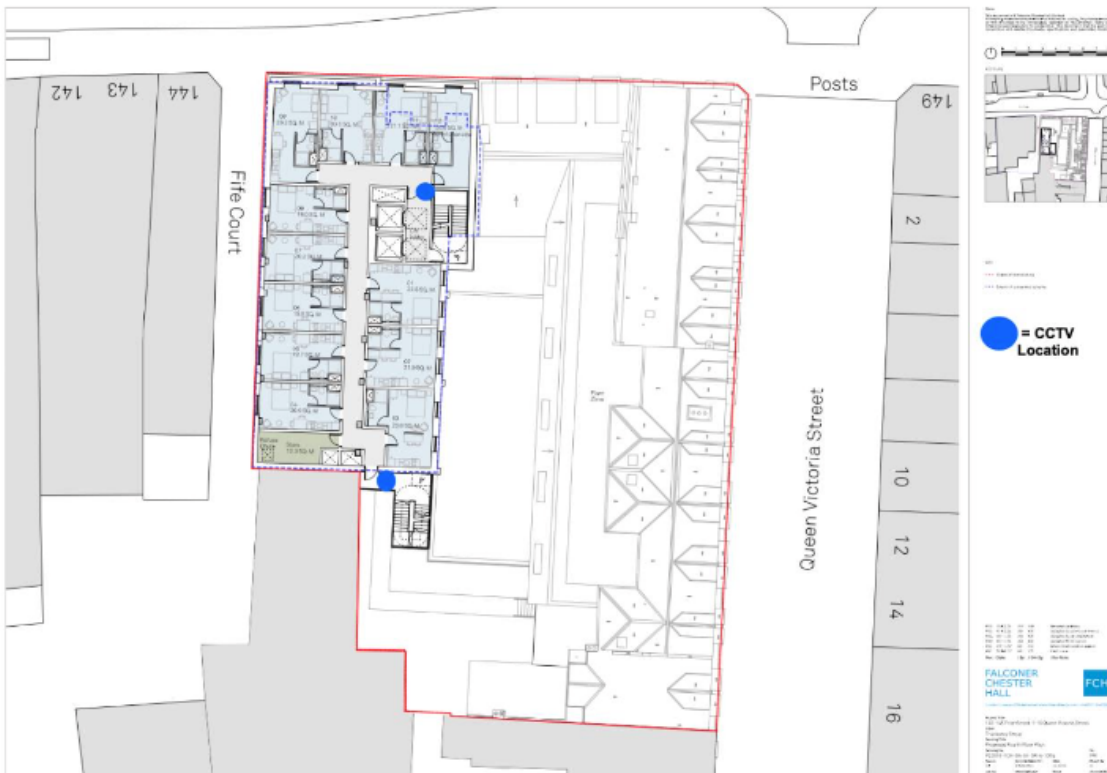
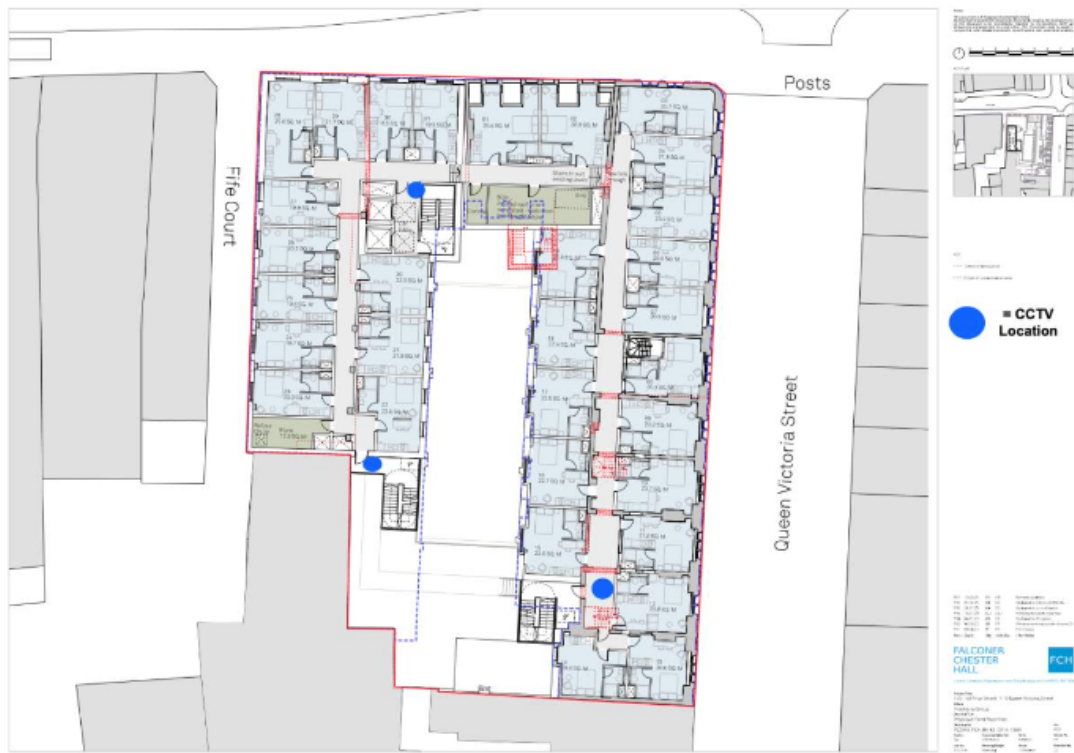


- External Video Intercom With Keypad For Evening Control Locking on Timer
- External CCTV Camera
- Internal CCTV Camera
- CCTV Head End Or Cloud Connection For System Storage & Browser Application
- CCTV Reception Viewing Plus Video Intercom Desk Mount Handset

Date: September 2024	
Drawing Number: 1	Rev: 0
FUSION security integration	



Third & Fourth Floors



DATA PROTECTION ACT

- In accordance with the Data Protection Act 1998, you may be required by law to register your CCTV system with the office of the Information Commissioner. • For further information please ring or write to –
- The office of the Information Commissioner.
- Wycliffe House, Water Lane, Wilmslow, Cheshire
- SK9 5AF
- Notification line - 01625 545740
- Info line - 01625 545745
- Switchboard - 01625 545700
- Fax - 01625 524510
- E-mail - mail@information.gov.uk
- Website - www.information.gov.uk

CCTV INFORMATION SIGNS

- To be advised by client
- Within the coverage area covered by the camera to the front and rear elevations.
- LIGHTING
- Camera performance is dependent on the prevailing light available and this will be assessed

during detailed design to ensure correct lighting provided.

- No additional lighting has been specified.
- DEFINITIONS
- NACP 20: 1990 - System Classifications: Infra-Red LED Array
- Daylight Full Sunlight (10⁵ Lux) to Sunset (50 Lux).
- Lowlight Full Sunlight (10⁵ Lux) to Twilight (4 Lux).
- Moonlight Full Sunlight (10⁵ Lux) to Quarter Moonlight (0.1 – 0.4 Lux) *
- Starlight Full Sunlight (10⁵ Lux) to Starlight (0.0007 – 0.002 Lux) *
- Infra-redAn Infra-red lighting source is used to illuminate the external scene.
- On a cloudless night.
- BS EN50132-7: 1996 - Camera Views: Recognition
- The definitions relate to the minimum size of a person on the Monitor screen.
- 100% equates to a standing person filling the full height of the screen.
- Identification • 120%
- Recognition • 50%
- Detection • 10%

TERMS AND CONDITIONS

Once you have signed this agreement the following will apply:

- You will legally have to keep to its terms. You should read it carefully before signing. If there is anything which you do not understand, please ask before you sign
- You have confirmed that you have read the terms and conditions in this document which are part of this agreement
- You have acknowledged that your details (and those of your key holders) may be held on police, fire or other authority computer files under the conditions of the Data Protection Act 2018. You must tell us of any changes in such details immediately. We have the right to share your details with credit reference agencies so we can assess our credit risk. See also condition 13 (c) below.

1. Definitions

“The Company” is Fusion Security Integration Limited being the organisation for the installation and/or maintenance which is the subject of this Contract, sometimes referred to as “our” or “we” in these Terms & Conditions

“The Customer” is the person or organisation being the signatory to this Contract, sometimes referred to as “you” or “your” in these Terms & Conditions.

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Terms & Conditions of Business

“The Equipment” is the equipment to be maintained at the Premises as set out in the maintenance contract.

The Premises” are the premises where the system is installed.

“Services” the services described within the contract. Your choice of service level is indicated within the specification.

“CCTV” Closed Circuit Television

“Normal Working Hours” 9am to 5pm Monday to Friday except public holidays

“Guarantee” The one-year guarantee explained within this contract

“Preventative Maintenance” means the routine inspection of the Installation to verify that it continues to function in accordance with its system design and to identify and rectify any items found faulty, worn or in need of scheduled replacement

“Corrective Maintenance” means the investigation and repair of faults reported by the Customer, including false alarms from intruder alarm systems

“Specification” The document setting out details of the system. This will include any amendments and instructions we issue to you from time to time.

“Contract” means Quotation, System Design Proposal, Maintenance and Acceptance together with these Terms and Conditions

2. Service Levels

Standard covers the routine inspection visits to the system by us during normal working hours. All repairs and work, which we do, are chargeable. We will also charge you for all other visits by us to the premises including replacement parts (except where any of the circumstances in conditions 10.5 (a) – (k) below apply.

Premium covers the routine inspection visits to the system during normal working hours; and visits at any time to the premises for; any repairs which are found necessary as a result of equipment malfunction; any repairs as a result of normal wear and tear of the system parts; all other visits to the premises (except where any of the circumstances in conditions 10.5 (a) – (k) below apply.

Both Standard and Comprehensive service levels cover remote resets i.e., where we reset the system over the telephone, which does not require a visit to the premises by one of our technicians. Note: All Service Contracts are renewable on a yearly basis only.

3. Our service

3.1 for systems, we agree to sell the system to you and install it to the current required European and/or British Standards.

3.2 For new systems which have previously been installed at your premises:

- a) Unless you tell us otherwise, we assume that the system, and the wiring and cabling associated with it, already comply with the relevant standards and are in full working order
- b) If you wish us to carry out an initial test of the system, we will give you a separate quotation, detailing our charges and the work needed to repair, reinstate or reconnect any parts of the system which are not in full working order
- c) If an initial test is not carried out:-
 - We cannot confirm that all parts of the system are in full working order; and
 - We reserve the right to carry out a full test of the system at any time and to give you a quotation as referred to in condition 3.2 (b) above.

- d) We are only required to inspect part of a fire system during each routine inspection visit as a result, all parts of a fire system may not be inspected until 12 months have elapsed from the start date.
 - e) We will not be able to confirm that cables and wiring, which have been installed within the fabric of the premises, or buried underground, conform to the relevant standards.
 - f) Please note that if we deem the electricals / cables pose any threat we will be forced to stop works and call in a certified electrician to make the area safe. This will incur additional costs.
- 3.3 When the contract provides for maintenance services, subject to reasonable access to the site being available, we will carry out the routine inspection visits to the system during normal working hours. Regarding intruder alarms there will be a maximum 24-hour response to an emergency call out but under normal circumstances an engineer should respond within 4 hours.
- 3.4 We will repair the system during normal working hours when you ask us to do so. We will not charge you for the repair if it is covered by our guarantee in condition 7 or if it is covered by the service level you have chosen. You must pay for all other work and visits – see conditions 10 and 11.
- 4. What you must do**
- 4.1 You may need the approval or permission from the fire service, police or another authority to allow us to provide the services. You must also:
- a) Make any necessary agreement with these authorities
 - b) Provide any information they require
 - c) Pay for the relevant approval or permission
 - d) Meet the requirements of any of these authorities at all times to maintain their approval
 - e) Tell them if any information you have given them changes; and
 - f) If any approval is amended or ends, you must write to us as soon as you find out
- 4.2 You must also do the following
- a) Give us access to your premises so that we may provide the services for the system and to allow us to remove our equipment after this agreement has ended. You shall move any materials, ceiling tiles and any other objects obstructing access to the system or any part of it. You must also supply a reasonable level of lighting and scaffolding hoists or other suitable lifting equipment if required. We can advise you whether such equipment is required when taking out this agreement.
 - b) Use your best efforts to make sure that your premises and any equipment you provide are safe and without risk for our employees and agents to do what we must do under this agreement. We will use reasonable care and skill in carrying out our services, but please ensure that we are notified of any concealed pipes and wires, which may affect the system and the services and about any known risks and any hazardous materials at your premises.
 - c) Provide and maintain a dedicated 240-volt AC unswitched power supply to each part of the system and sound electrical earthing connection where it is required for us to carry out the services. The power supply must be installed by an approved electrician to the relevant regulations and must be safe.
 - d) Provide information about you, your keyholder and any other relevant information so we can provide the services. You must write to us to tell us of any changes to this information.
 - e) Operate the system according to the specification and any instructions and user's handbooks we issue to you from time to time.
 - f) Be responsible for and compensate us against all liabilities, claims, losses we suffer if caused:
 - Because you or others have damaged or not used the system according to the specification or operating instructions;
 - As a result of the connection of the system to any equipment or device not supplied by us.

Paragraph (g) below does not affect our liability under condition 8.
 - g) Tell us at once:
 - Of any defect or fault in the system
 - If anyone tampers with the system
 - If any part of the system is damaged or stolen; or
 - If the system has been subjected to any unusual operating or environmental conditions.

- h) Pay your telephone, electricity and other utility bills, which the system requires so that the services are not affected.
- i) Complete the logbook, which we supply, giving details of every activation or event affecting the system, including false alarms.
- j) Notify us in writing if you wish to keep any parts of the system, which we replace: otherwise we will immediately dispose of any replaced parts.
- k) Keep any CCTV lenses and monitor screens clean and free from dust and grime to enable them to work satisfactorily.

4.3 For all CCTV Systems which are installed. It is the responsibility of the customer to register the system so it conforms to the Data protection act . Address as follows:

The Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545740

5. **What you must not do**

- 5.1 You must not move or interfere with or attempt to repair the system or allow others to do so. We will always carry out work within a reasonable time (in the event that an emergency visit is necessary, we will attend within 4 hours).
- 5.2 You must not part with possession of our equipment or do anything which may affect our ownership of our equipment.
- 5.3 You must not transfer or assign any of your rights or obligations under this agreement.

6. **The system**

- 6.1 The system is designed to reduce the risk of damage or loss to your premises so far as this can be done by the use of this type of equipment. However, we do not guarantee that the system cannot be removed, tampered with or made to stop working by you or by any unauthorised person. If this happens, we are not responsible for any losses you may suffer directly or indirectly.
- 6.2 We do not guarantee to you that:
 - a) Particular losses or injuries will be prevented by using the system; or
 - b) That the system will work continuously and without errors, in particular where interruptions or errors are due to something beyond our reasonable control.
- 6.3 Our products are designed and manufactured to high standards. However, our products, like all mechanical and electrical devices, can develop faults.
- 6.4 We do not know the value of your premises, or its contents and the purpose of this agreement is not to act as insurer of your premises or your contents.
- 6.5 To ensure that the external alarm bell does not cause a nuisance as defined by current Noise Pollution legislation from time to time. Arrangements must include an automatic device, limiting bell noise to 20 minutes and for two key holders to be available within this time [current legislation includes London Local Authorities Act 1991, Environmental Protection Act 1990, Control of Pollution Act 1974 Scotland, Noise and Statutory Nuisance Act 1993]

7. **One Year Guarantee**

- 7.1 In addition to consumer rights provided under the supply of goods and services act, we guarantee that we will repair faults and replace parts in the system free of charge within 12 months from the start date. Unless we have installed the system, you are responsible for the cost of the transportation of the system, or any part of it, from and to the premises.
- 7.2 The guarantee in condition 7.1 does not apply to equipment previously installed at your premises.
- 7.3 The guarantee does not apply to faults caused by the following:
 - a) Incorrect adjustment or positioning by you or others of CCTV cameras, monitors and video settings, computer screens, keyboards or microprocessors.

- b) Consumable items of all kinds failing. Consumable are items with a finite life such as batteries, halogen and other lamps and bulbs, communication chips, video recording heads, CCTV camera tubes, monitor tubes, electronic article surveillance pins or any item that can be used once only.
- c) Work carried out by police, fire or other authorities, or by any telecommunications agency or other party.
- d) The circumstances referred to in condition 8.4

8. Our Liability to you

8.1 We will try our best to supply and install the system within a reasonable time, but minor delays are possible. Please let us know about any special circumstance prior to taking out this agreement.

8.2 We accept that we must make sure that the system is of satisfactory quality, that it is suitable for the purpose in condition 4 and that the system will meet with the description provided before it was installed. We confirm that we are entitled to sell the system to you.

- a) As well, we accept responsibility for death or personal injury caused by our failure to take reasonable care or to use reasonable skill. For all other liability, the most we will pay for loss of any other kind will be no more than £1 million. We have worked out the amount of the yearly service charge based on this limit of liability.

8.3 Apart from those responsibilities accepted by us for death and personal injury under condition 8.2(a), in all other situations we do not accept responsibility for any indirect loss which depends on us having special knowledge of your affairs which we would not normally know, and which you have not made known to us prior to taking out this agreement, even if the loss is due to our fault.

8.4 We are not responsible for the following:

- a) Losses in relation to systems installed at your premises prior to the date of this agreement arising:
 - Before the completion of our first routine inspection visit to the premises; or
 - Until full handover and completion is carried out on new installations
 - Unless an initial test was carried out by us as per condition 1.2(b)
- b) Loss due to the acts or neglect of any other person including you, a police, fire or other authority or individual. None of these is our agent for any purpose.
- c) Delays, interruptions or suspensions in providing the services, which are due to any other person (including you), thing or event which we could not reasonably be expected to prevent.
- d) Loss due to the fact that equipment or cabling not supplied by us is connected to or installed near the system.
- e) Losses resulting from:
 - The failure of any cables or wiring installed within the fabric of the premises or buried underground prior to the start date;
 - The activation of a circuit breaker which affects the power supply to any part of the system; or
 - Any other causes beyond our reasonable control and not caused by our lack of reasonable care.
- f) Losses due to you failing to follow our recommendations in condition 9, or given at any time for additions, repairs or any work required to the system.
- g) Losses outside the purpose of the system in condition 6.
- h) Where equipment is damaged or lost in transit, unless you notify us in within a reasonable time. For business customers, any such damage or loss must be notified to us in writing within 10 days of dispatch of the equipment to the premises.
- i) Damage unavoidably caused to decorations, fitting and the like at the premises as a result of the installation of the system or our providing the services.

8.5 Our responsibility stops if the agreement is brought to an end or the services are suspended under condition 9. We are not responsible if we choose to leave our equipment at your premises after this agreement has ended.

9. Our recommendations to you

9.1 Because of the purpose of the system in condition 6, the limits of the guarantee in condition 7, and the limits of our responsibility in condition 3, we strongly recommend that you should take out separate insurance to cover your premises and the persons at and the contents of your premises.

9.2 We recommend that you insure the system from the time it is delivered at your premises.

10. Costs to you

10.1 You are responsible for the charges in this agreement. Unless otherwise stated the charges exclude VAT which is payable by you at the rates current from time to time.

10.2 After the first two years from the start date and in the years following, we can increase the yearly service charge to cover an increase in the cost of providing the services.

10.3 Notice of at least 120 days prior to the price increase will be given in writing to the client.

10.4 You are also responsible for the following extra charges.

- a) Taxes, fees, charges or false alarm assessments set by the police, fire or other authority due to the installation or operation of the system.
- b) Any extra charges or charges for work done by police, fire or other authorities, or by any telecommunications agency or other party.

10.5 You must also pay us extra charges at our rates for labour and materials current at the time where the following apply:

- a) Faults are caused by you or any other person, thing or event, which we could not reasonably be expected to prevent.
- b) The specification or service level says that there will be a charge.
- c) You have asked us to visit your premises outside normal working hours, unless this is covered by the service level you have chosen.
- d) You ask us to change the system or we need to change it because of changes in your premises.
- e) You break one of the conditions of this agreement.
- f) You ask for help from us under the guarantee in condition 4 but the guarantee does not apply.
- g) Any replacements, repairs or modifications to the system are needed but are not covered by the guarantee or the services are needed as a result of a change in a relevant standard or regulation governing the system.
- h) You ask us not to carry out tests on any part of the system, which involves us in additional work.
- i) The storage vessels which form part of the extinguishing part of the system need testing, handling, transportation, recharging and reinstalling.
- j) The external wiring on the outside of the premises, or any wiring installed in the fabric of the premises or buried underground prior to the start date, need inspecting, repairing or replacing.
- k) The system needs resetting, reprogramming, repairing or replacing in circumstances where:
 - You, your keyholder or someone else as failed to follow operating instructions, has not locked, closed or secured a window, door or other protected point, has not used or adjusted the CCTV, other equipment or components properly or has interfered with the system;
 - You, or equipment or devices which we have not supplied have caused a false alarm or a failure of the system;
 - Your actions or failures, or those of anyone else other than us mean we need to inspect or make repairs or replace any part of the system;
 - Rodents, other animals or insects cause damage to or activation of the system;
 - There is a problem on the telephone line or connection;
 - There have been fluctuations or failure in the mains electricity supply or where there has been a corruption or failure of the transmission network;
 - The activation of a circuit breaker affects the power supply to any part of the system;
 - Any computer, IT network, lighting system or other infrastructure or facility provided by you or other which is connected to the system fails or is corrupted;
 - You install software upgrades or any other software on any computers and/or networks connected to the system;
 - Adverse weather conditions or adverse industrial atmosphere cause damage to or activation of the system;
 - A full insulation or continuity test is required; or
 - Extinguishing liquids or gas or propellant cartridges are discharged for whatever reason.

10.6 Unless we agree to do so, the charges do not include any work involving carpet laying, concealing cables, redecorating, replastering, building or carpentry work.

10.7 There will be an additional charge if:

- You do not provide full access to the areas where our engineers carry out the services; or
 - You fail to supply a reasonable level of lighting or scaffolding, hoists or other suitable lifting material (as referred to in condition 8(a)). As a result of which we incur extra time or expenses.
- 10.8 Whilst we will make every reasonable effort to work with you or others, any interruptions or delays caused by you, your staff, customers or others may result in additional charges.
- 10.9 If this agreement is brought to an end under condition 12, the following will apply:
- a) You will owe us the charges and any other money due to us but not paid at the end of the agreement;
 - b) Unless the agreement is brought to an end under condition 12.1 you will also owe us, as a reasonable estimate of our loss, an amount equal to the yearly service charge which would be due until the earliest date when the agreement could have ended on you giving notice, less an allowance of 20%. This allowance is because we do not have to inspect the system and because we are being paid earlier than expected;
 - c) If you have already paid us more than the amounts due under (a) and (b) we will refund any overpayment;
 - d) We may also take further action against you if you have broken this agreement.
- 10.10 In the event that the installation of the system will not be completed within a three month period from the date of this agreement, we may increase our initial charges where our material and labour costs increase after the date the tender was agreed or this agreement signed. The increase will be calculated using a formula or indices appropriate to the security industry.
- 10.11 Where the installation of the system continues for more than one month, we reserve the right to submit progress or interim requests for payment of the initial charges based on the amount of work completed and/or the amount of equipment delivered to the premises.
- 10.12 If we hold materials for you in our bonded stores, we reserve the right to invoice you for the full amount of those materials prior to installation at, or supply to the premises.
- 10.13 Where our specification and charges are prepared to comply with a tender or specification prepared by you or by a third party, or to comply with a relevant standard, our specification and charges will have been prepared in good faith, relying on our interpretation of the tender, specification or standard. If you seek to impose a different interpretation, which affects our specification, we reserve the right to increase our charges.

11. Payment

- 11.1 You must pay the initial charges referred to on the front of this agreement on or before the start date. You must pay the initial charge by cash, cheque or electronic banking transfer.
- 11.2 You must pay the yearly service charges quarterly or annually in advance by cheque or direct debit.
- 11.3 You must pay the extra charges under conditions 10.1 to 10.5 within 14 days of the date of our invoice or our request for payment.
- 11.4 You must pay all other amounts within 30 days of the date of our invoice or our request for payment.
- 11.5 We expect you to pay promptly. If payment is overdue, we will charge you interest, from the date of our invoice or when we ask for payment until the date you pay, at 3% over the base rate of Barclays Bank PLC.
- 11.6 Even if the system has been delivered to your premises and installed there, the system remains our property until the initial charges for the sale and installation of it have been fully paid. Until then:
- You must take good care of the system for us; and
 - Without prejudice to any other rights we may have, we may, where reasonable, enter your premises and repossess the system without any obligation to make good the premises.
- 11.7 We do not accept post-dated cheques

12. Ending or Suspending this Agreement

- 12.1 We may end this agreement by giving you 3 months' notice in writing at any time. And we shall refund you the amount prepaid for services not preformed.

12.2 You may end this agreement by giving us at least 3 months' notice in writing to expire at the end of the fixed period or on a subsequent anniversary of the start date, otherwise this will auto renew.

12.3 We may either end this agreement or suspend the agreement for a period we consider appropriate if any of the following apply:

- a) You fail to make payment under condition 11;
- b) You commit a serious breach of this agreement, or one which has serious consequences;
- c) You commit any breach of this agreement which can be corrected by you, and you do not put matters right within 30 days of our telling you to that you have broken the agreement and must put it right;
- d) If, being an individual, you die or become bankrupt;
- e) If, being a partnership, the partnership is dissolved;
- f) If, being a company, an order is made or you pass a resolution for winding up or the company is dissolved;
- g) If you enter into any kind of arrangement or settlement with your creditors or if a receiving order or administration order is made against you;
- h) If any legal proceedings are taken against the system or the premises or any part of the premises;
- i) If you fail to follow any recommendations we make for repairing or replacing faulty or old parts of the system, or for repairs to your premises which we consider necessary for the system to work properly, or to prevent unnecessary damage to the system;
- j) If you do not follow the operating instructions or if, for any other reason which is or should be within your control, there are an excessive number of false alarms;
- k) If you change your premises in such a way that we believe it is no longer practical for us to carry on providing our services;
- l) If the police, fire, or other authority take away their approval, or will only give their approval depending on conditions, which we believe make it no longer practical for us to carry on providing our services.

12.4 If we give you written notice of suspension, this suspends what we have to do under this agreement (see condition 3) and we have no responsibility until the suspension is lifted or the agreement ends. We will tell you in writing if we lift the suspension.

12.5 If the agreement ends, we will stop providing our services. We may remove our equipment from your premises if not paid in full.

12.6 Where a maintenance contract is transferred from a Fusion SI existing client to a new provider under the ending of the maintenance agreement, Fusion Si will engage with the client and the new maintenance provider one calendar month prior to contract cancellation date and provide default system passwords for facilitating access to any service modes and/or remote cloud services/licencing exchanges.

The cost associated to 12.6 will be quoted on request from the client: the cost will be charged at our non-maintained contacted hourly rate plus travel and any incidental charges. Licencing and monitoring charges will be calculated on renewal dates and pro-rata costs highlighted to client in final accounts.

13 General

- a) We may hand over all our responsibilities under this agreement to another company or transfer any rights under it. All liabilities for sub-contractors and third parties will come under our terms within section 5.
- b) If you have made this agreement together with someone else, you are liable both jointly and individually to us.
- c) Data protection Act 2018. We may pass on the information you have given to us under this agreement to any police, fire or other authority and, except for security details, to any credit reference, debt collection or public telecommunications agency.
- d) This agreement is governed by the laws of England and Wales and the parties submit to the exclusive jurisdiction of the English courts.

- e) We intend that all conditions of this agreement are in this document and the specification.
- f) All drawings, illustrations, literature, technical data sheets and the like which accompany our specification and any weights and dimensions (all of which we reserve the right to alter without notice) are intended to present a general idea of the products described and are approximate only and in no case constitute a condition.
- g) If you or we want to change the conditions of this agreement, it must be done in writing and signed by you and one of our directors.
- h) If we do not insist on the strict conditions of this agreement, we may still enforce all the conditions against you on other occasions. If you break a condition and we do not take any action against you, it does not mean that we will not take any action against you if you break it again or continue with the same breach without putting it right, or if you break any other conditions.
- i) If a court finds that some part of this agreement is not enforceable but can be kept separately from the rest of the agreement, this will not affect the remainder of the agreement.

Signed on behalf of 'the customer'	
Name	
Position	
On behalf of ('the customer')	
Signature	
Date	

Signed on behalf of Fusion Security Integration Limited	
Name	Colin Wooldridge
Position	Estimating Team
Signature	
Date	1 st October 2024

